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FEDERAL COMMUNICATIONS COMMISSION  
OFFICE OF THE SECRETARY

Vincent C. DeGarlais  
Senior Attorney

May 17, 1999

Ms. Magalie Roman Salas, Secretary  
Federal Communications Commission  
The Portals  
445 Twelfth Street S.W.  
Washington, D.C. 20554

RE: CC Docket No. 98-121

Dear Ms. Salas:

On Wednesday May 12, Michael Williams, Jeff Owens, John Devaney and I, of U S WEST, met with Margaret Egler, David Kirschner, Claudia Pabo, Eric Einhorn and Daniel Shiman of the Common Carrier Bureau staff to discuss U S WEST's Performance Measurements offering. Copies of the materials discussed in the meeting are attached.

In accordance with Section 1.1206(a)(2) of the Commission's rules, an original and one copy of this letter and the attachments are being filed with your office for inclusion in the record of this proceeding.

Sincerely,

  
Vincent C. DeGarlais

VCD/jvv  
Enc.

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## **Section 20.0 - SERVICE PERFORMANCE**

### **20.1 General Provisions**

20.1.1 U S WEST will provide reports of service indicators which will assist in an evaluation of the service provided to CLEC.

20.1.2 In no instance shall this SGAT be construed to require U S WEST to provide superior levels of service to CLEC in comparison to the level of service which U S WEST provides to itself or its own end users.

20.1.3 U S WEST may obtain from CLEC comparable service indicators for the services CLEC provides to U S WEST pursuant to this SGAT.

### **20.2 Service Performance Indicators**

The following Service Performance Indicators will be provided to CLEC upon request, but no more frequently than once per month, subject to the provisions of this Section. Performance Indicators characterized as "Core" indicators are those that measure most directly the service or process outcome U S WEST provides to CLEC. Performance Indicators characterized as "Diagnostic" indicators are those that measure aspects of service quality that support aspects measured by core indicators, that represent subprocess outcomes, or that are otherwise duplicative to some degree of aspects measured by "Core" indicators.

20.2.1 Core Service Performance Indicators. U S WEST will report results for the service groupings specified below using service performance indicators as defined in Exhibit B:

#### **A. Local Interconnection Trunks - Ordering and Provisioning:**

1. Installation Commitments Met (percent) [OP-3]
2. Installation Interval (average) [OP-4]
3. Installation Trouble Reports (percent) [OP-5]
4. Delayed Days (average) [OP-6]

#### **B. Local Interconnection Trunks Maintenance and Repair:**

5. All Troubles Cleared within 4 hours (percent) [MR-5]
6. Mean Time to Restore (average) [MR-6]
7. Repair Repeat Report Rate (average) [MR-7]
8. Trouble Rate (percent) [MR-8]

#### **C. Network Interconnection:**

9. Trunk Blocking – Interconnection Trunks (percent) [NI-1]
10. Trunk Blocking – Local Interoffice ("Common") Trunks (percent) [NI-2]

#### **D. Collocation Provisioning:**

11. Installation Commitments Met (percent) [CP-1]
12. Installation Interval (average) [CP-2]

**E. Access to OSS Functions:**

13. Gateway Availability - Human to-Computer Interface (percent) [GA-1]
14. Gateway Availability - Computer-to-Computer Interface (percent) [GA-2]
15. Pre-Order/Order Response Times – Human-to-Computer Interface (average) [PO-1]
16. Pre-Order/Order Response Times - Computer-to-Computer Interface (average) [PO-2]
17. Speed of Answer – Provisioning and Repair Centers (average) [OP-1 & MR-1]
18. Calls Answered within 20 Seconds – Provisioning and Repair Centers (percent) [OP-2 & MR-2]
19. Mean Time to Provide U S WEST-Recorded Usage Records [BI-1]
20. Mean Time to Deliver Invoices [BI-2]

**F. Access to Unbundled Loops Ordering and Provisioning:**

21. Installation Commitments Met (percent) [OP-3]
22. Installation Interval (average) [OP-4]
23. Installation Trouble Reports (percent) [OP-5]
24. Delayed Days (average) [OP-6]
25. Coordinated Cutover Interval (average) [OP-7]
26. Coordinated Cutover Combined (with INP) Intervals (average) [OP-9]

**G. Access to Unbundled Loops Maintenance and Repair:**

27. Out of Service Cleared within 24 hours (percent) [MR-3]
28. All Troubles Cleared within 48 hours (percent) [MR-4]
29. Mean Time to Restore (average) [MR-6]
30. Repair Repeat Report Rate (percent) [MR-7]
31. Trouble Rate (percent) [MR-8]

**H. Access to Unbundled Transport and Unbundled Switching Ordering and Provisioning:**

32. Installation Commitments Met (percent) [OP-3]
33. Installation Interval (average) [OP-4]
34. Installation Trouble Reports (percent) [OP-5]
35. Delayed Days (average) [OP-6]

**I. Access to Unbundled Transport and Local Switching Maintenance and Repair:**

36. All Troubles Cleared within 4 hours (percent) [MR-5]
37. Mean Time to Restore (average) [MR-6]
38. Repair Repeat Report Rate (percent) [MR-7]
39. Trouble Rate (percent) [MR-8]

**J. Access to Emergency Services:**

- 40. ALI Database updates Within 24 Hours (percent) [ES-1]
- 41. 911/E911 ES Trunk Installation Intervals (average) [ES-2]

**K. Access to Directory Assistance and Operator Services:**

- 42. Speed of Answer (average) [DA-1 and OS-1]
- 43. Calls Answered within 10 seconds (percent) [DA-2 and OS-2]

**L. Number Portability Ordering and Provisioning:**

- 44. Installation Commitments Met – INP (percent) [OP-3]
- 45. Installation Interval – INP (average) [OP-4]
- 46. Installation Trouble Reports – INP (percent) [OP-5]
- 47. Coordinated Cutover Intervals – INP (average) [OP-8]

**M. Number Portability Maintenance and Repair:**

- 48. Out Of Service Cleared within 24 hours (percent) [MR-3]
- 49. All Troubles Cleared within 48 hours (percent) [MR-4]
- 50. Mean Time To Restore (average) [MR-6]
- 51. Repair Repeat Report Rate (percent) [MR-7]
- 52. Trouble Rate (percent) [MR-8]

**N. Resale Services Ordering and Provisioning:**

- 53. Installation Commitments Met (percent) [OP-3]
- 54. Installation Interval (average) [OP-4]
- 55. Installation Trouble Reports (percent) [OP-5]
- 56. Delayed Days (average) [OP-6]

**O. Resale Services Maintenance and Repair:**

- 57. Out of Service Cleared within 24 hours – Non-designed Repair Process (percent) [MR-3]
- 58. All Troubles Cleared within 48 hours – Non-designed Repair Process (percent) [MR-4]
- 59. All Troubles Cleared within 4 hours – Designed Repair Process (percent) [MR-5]
- 60. Mean Time to Restore (average) [MR-6]
- 61. Repair Repeated Report Rate (percent) [MR-7]
- 62. Trouble Rate (percent) [MR-8]

20.2.2 Diagnostic Indicators. U S WEST will report results for the service groupings specified below using service performance indicators as defined in Exhibit B:

**A. Pre-Order/Order:**

- 1. Electronic Flow-through of Local Service Requests (LSRs) to the Service Order Processor (percent) [DPO-1]

2. LSR Rejection Notice Interval (average) [DPO-2]
3. LSRs Rejected (percent) [DPO-3]
4. Firm Order Confirmation (FOC) Interval (average) [DPO-4]

**B. Ordering and Provisioning:**

5. CLEC or CLEC's Customer-Caused Installation Misses (percent) [DOP-1]
6. Delayed Orders Completed more than 15 days past the commitment date (percent) [DOP-2]
7. Delayed Orders Completed more than 90 days past the commitment date (percent) [DOP-3]
8. CLEC or CLEC's Customer-Caused Coordinated Cutover Misses (percent) [DOP-4]

**C. Maintenance & Repair:**

9. CLEC or CLEC's Customer-Caused Trouble Reports (percent) [DMR-1]

**D. Collocation Provisioning:**

10. CLEC or CLEC's Customer-Caused Collocation Misses (percent) [DCP-1]
11. Collocation Feasibility Study Interval (average) [DCP-2]
12. Collocation Feasibility Study Commitments Met (percent) [DCP-3]
13. Average Collocation Quote Interval (percent) [DCP-4]

**E. Network Interconnection:**

14. Provisioning Intervals – U S WEST Interoffice Trunks (average) [DNI-1]
15. Local Interconnection Final Trunk Group Utilization (average) [DNI-2]

**20.3 Service Quality Performance Results Reports**

20.3.1 For Resale, U S WEST will provide service performance results for performance indicators listed above for CLEC, other CLECs in aggregate, U S WEST end users, and where applicable, for U S WEST affiliates.

20.3.2 For LIS trunks, U S WEST will provide service performance indicator results as follows:

20.3.2.1 Performance results will be provided for LIS trunks procured by CLECs that have utilized joint planning with U S WEST in procuring LIS trunks, and the performance results for LIS trunk services that U S WEST provides to its affiliates which furnish Telecommunications Services, or

20.3.2.2 If CLEC does not participate in joint forecasting and joint planning, CLEC results will be compared to the results of other CLECs that have not participated in joint forecasting.

20.3.3 For unbundled network elements and ancillary services, U S WEST will provide service performance results for performance indicators listed above for CLEC, and other CLECs in aggregate.

## **20.4 Performance Results Provided to CLEC**

The performance results provided to CLEC by U S WEST shall be consistent with the U S WEST Service Performance Indicator Descriptions (PID), which are contained in Exhibit B.

## **20.5 Performance Results Provided Under this SGAT**

The Performance results provided under this SGAT are to be used solely for the purposes set forth herein, and shall be treated as "Proprietary Information" as provided in Section 5.16 of this SGAT.

## **20.6 Service Performance - Reported Events**

20.6.1 When applicable, U S WEST will report service-related performance results for all "events". An "event" is the activity that generates the measurement.

20.6.2 U S WEST will report CLEC results referenced above provided that CLEC has ordered and is utilizing the services reported.

20.6.3 U S WEST will provide the reports on a calendar monthly basis. These reports will be provided upon request within forty-five (45) calendar days of the close of the preceding month.

## **20.7 Self-Executing Remedies**

The purpose and focus of remedies provisions under this SGAT shall be to resolve significant differences in service quality that have been identified through appropriate comparisons of the service performance results reported for the performance indicators defined above. Self-executing remedies are those actions, defined herein, that U S WEST will undertake in good faith and in cooperation with CLEC to respond to such differences immediately, without waiting for determination of whether actual discrimination may exist.

20.7.1 For this purpose, significant differences shall be considered to be those that are determined to be statistically, operationally, and materially significant in each of three (3) or more consecutive months and that reflect a probability that inferior service was apparently provided to CLEC, based on the relevant comparison of performance indicator results. Statistical significance shall be determined as defined in 20.7.3 below. Operational and material significance shall be established by including for comparison only those results that have (a) minimum sample sizes of 30 each, and (b) a relevant comparison demonstrating a service performance difference of a magnitude that can be reasonably considered to have a perceptible effect on end-user customers or CLEC operations.

20.7.2 The Parties shall not rely on any service performance results to determine whether any trend suggesting that non-compliance with the Act may be occurring until U S WEST has collected six months of data. Nothing herein shall be construed to indicate that a significant difference, of itself, means that actual discrimination exists.

20.7.3 Determination of the statistical significance of any difference in appropriately comparable results shall be based on statistical testing for (1) differences in means (where performance indicator results are reported as averages) or (2) differences in proportions (where performance indicator results are reported as percentages), as follows:

- a) Determination of the significance of a difference in mean values of each monthly service performance indicator result shall be based on a "permutation" test using what is commonly referred to as a standard "Z" statistic and a maximum of 1,000 randomly selected permutations of the samples.
- b) The significance of a difference in proportional measurements shall be based on direct calculation of the probability of the observed difference using the binomial distribution with a pooled  $p$  value.
- c) A difference in results by either test type (i.e., differences in means or differences in proportions) will be deemed statistically significant if the appropriate one tailed test indicates, with 99 percent confidence, that the performance indicator results being compared appear to be from different populations of performance. In other words, that service being provided to CLEC appears to be inferior to that represented by the comparable results (such as, results representing service provided to CLECs in aggregate or to U S WEST retail).

20.7.4 For each case in which a significant difference as defined above has occurred, U S WEST shall:

- a) Immediately investigate to determine the cause(s) of the difference and, where feasible, begin good-faith efforts to resolve the difference;
- b) Within 45 days, provide to CLEC a written explanation of the result of the investigation as to cause(s) and, as applicable, an action plan describing (a) what has and will be done to resolve the difference, (b) what cooperative actions and timelines on the part of CLEC are needed to facilitate or expedite resolution, and (c) listing key milestones for use by the Parties in tracking progress;
- c) Offer and meet with designated CLEC representatives monthly to discuss progress on resolving the difference(s);
- d) Escalate to vice president level any significant difference that has or is not projected to be resolved within three months of the difference first being identified as significant as defined above, with commitment at that level to direct due diligence toward removing obstacles and expediting resources where feasible and necessary to resolve the difference as soon as possible.

20.7.5 If a statistically and operationally significant difference has occurred in the trend results for any particular performance indicator, the Parties shall allow three (3) months to correct the difference in the trend results. If the statistically and operationally significant difference in trend results is corrected within the three (3) month time, no action, formal or informal, shall be taken by either Party with respect to that difference.

20.7.6 If the statistically and operationally significant difference in trend results is not corrected within the three (3) month time frame, the Dispute Resolution provision of this SGAT shall apply.

## **20.8 Delaying Events**

20.8.1 A Party's failure to meet a requirement in this Section of this SGAT shall not be included when that failure is a result, directly or indirectly, of a Delaying Event.

20.8.2 A "Delaying Event" means:

20.8.2.1 Failure by either Party to perform any of its obligations set forth in this SGAT,

20.8.2.2 Any delay, act or failure to act by an end user, agent or subcontractor of the other Party or

20.8.2.3 Any Force Majeure Event.

20.8.3 If a Delaying Event prevents either Party from performing a measured activity, then such measured activity shall be excluded from the performance indicator(s).

## **20.9 Records Retention for Service Performance Indicators**

Each Party shall maintain complete and accurate records for the specified review period of its performance under this SGAT for each measured activity. Each Party shall provide such records to the other Party in a self-reporting format. Such records shall be in the format kept in the performing Party's ordinary course of business. The Parties agree that such records shall be deemed "Confidential Information".

## **20.10 Joint Defense and Advocacy**

The Parties shall jointly and separately advocate and defend the sufficiency of this SGAT in addressing the nondiscrimination requirements of the Act and wholesale services performance measurements reporting rights, remedies and related terms and conditions in any forum in which its sufficiency might be challenged.

## **20.11 Cost Recovery**

Each Party reserves the right to recover the costs associated with the creation of the above measures, indicators, and reports through a future proceeding before a regulatory body. Such a proceeding may address a wide range of implementation costs not otherwise recovered through charges established herein.



## **Exhibit B – PERFORMANCE MEASURES**

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## **Exhibit B – PERFORMANCE MEASURES**

### **U S WEST's Service Performance Indicators**

#### **Introduction**

U S WEST (USW) will provide comparative reports for the performance indicators defined herein that reflect the results, in percentages and/or averages, for USW and CLECs (Competitive Local Exchange Carriers) in aggregate (except as noted herein). All reports provided hereunder will be subject to agreements of confidentiality and / or nondisclosure. (References to order types, e.g., "C" or "N" orders, are defined at the end of this exhibit under "Types of Orders.")

#### **CORE INDICATORS**

##### **Core Gateway Availability Indicators**

**Indicator Number: GA-1**

**Category: Gateway Availability**

**Measure: Gateway Availability – via Human-to-Computer Interface**

**Purpose:**

To evaluate the quality of CLEC access to the specified electronic gateway, focusing on the extent to which the gateway is actually available to CLECs.

**Description:**

Measures the availability of the IMA (Interconnect Mediated Access) interface, reports the percentage of scheduled time the IMA interface is available for view and/or input.

**Indicator Number: GA-2**

**Category: Gateway Availability**

**Measure: Gateway Availability – via Computer-to-Computer Interface**

**Purpose:**

To evaluate the quality of CLEC access to the specified electronic gateway, focusing on the extent to which the gateway is actually available to CLECs.

**Note:** *Currently, no CLECs are using the EDI interface. Results for this indicator will be reported beginning three months following the month in which combined CLEC activity exceeds 1,000 local service requests submitted through the interface.*

**Description:**

Measures the availability of EDI (Electronic Data Interchange) interface, reports the percentage of scheduled time the EDI interface is available for view and/or input.

## Exhibit B – PERFORMANCE MEASURES

### Core Pre-Order/Order Indicators

**Indicator Number:** PO-1

**Category:** Pre-Order/Order

**Measure:** Pre-Order / Order Response Times – via Human-to-Computer Interface

**Purpose:**

To evaluate the timeliness of CLEC access to USW's operational support systems in carrying out pre-ordering and ordering functions, focusing on specific transaction types through the specified gateway interface.

**Description:**

Measures the time interval between query and response for specified pre-order/order transactions through IMA. Results are reported separately for the following transaction types:

1. Appointment Scheduling (Due Date Reservation, where appointment is required)
2. Feature Function and Service Availability Information
3. Facility Availability
4. Street Address Validation
5. Customer Service Records
6. Telephone Number

**Exclusions:**

- None

**Indicator Number:** PO-2

**Category:** Pre-Order/Order

**Measure:** Pre-Order / Order Response Times via Computer-to-Computer Interface

**Purpose:**

To evaluate the timeliness of CLEC access to USW's operational support systems in carrying out pre-ordering and ordering functions, focusing on specific transaction types through the specified gateway interface.

**Note:** *Currently, no CLECs are using the EDI interface. Results for this indicator will be reported beginning three months following the month in which combined CLEC activity exceeds 1,000 local service requests submitted through the interface.*

**Description:**

Measures the time interval between query and response for specified pre-order/order transactions through EDI. Results are reported separately for the following transaction types:

1. Appointment Scheduling (Due Date Reservation, where appointment is required)
2. Feature Function and Service Availability Information
3. Facility Availability
4. Street Address Validation
5. Customer Service Records
6. Telephone Number

**Exclusions:**

- None

## **Exhibit B – PERFORMANCE MEASURES**

### **Core Ordering and Provisioning Indicators**

With the exception of OP-1 and OP2, results for the following performance indicators will be provided for each standard service grouping, as defined in the list at the end of this exhibit..

#### **Indicator Number: OP-1**

**Category:**       **Ordering and Provisioning**

**Measure:**       **Speed of Answer - Interconnect Provisioning Center**

#### **Purpose:**

To evaluate the timeliness of CLEC access to USW's interconnection provisioning center(s), focusing on how long it takes for calls to be answered.

#### **Description:**

Measures the average time following the first ring to answer calls in the Interconnection Provisioning Center, which handles Wholesale calls only. Results are provided at a USW level of reporting; neither CLEC- nor state-specific results are available.

#### **Exclusions:**

- None

#### **Indicator Number: OP-2**

**Category:**       **Ordering and Provisioning**

**Measure:**       **Calls Answered within twenty seconds - Interconnect Provisioning Center**

#### **Purpose:**

To evaluate the timeliness of CLEC access to USW's interconnection provisioning center(s), focusing on the extent to which calls are answered within twenty seconds.

#### **Description:**

Measures the percent of Interconnection Provisioning Center calls answered within twenty seconds of the first ring. (Interconnect Provisioning Centers handle Wholesale calls only.) Results are provided at a USW level of reporting; neither CLEC- nor state-specific results are available.

#### **Exclusions:**

- None

#### **Indicator Number: OP-3**

**Category:**       **Ordering and Provisioning**

**Measure:**       **Installation Commitments Met**

#### **Purpose:**

To evaluate the extent to which USW installs services for CLECs as scheduled or promised.

#### **Description:**

Measures the percentage of orders for which the committed due date is met. Includes (inward) C, N, and T order types.

## **Exhibit B – PERFORMANCE MEASURES**

By June 1999, results for non-designed services (Residence POTS and Business POTS) will be disaggregated according to installations involving:

- A. Dispatches within MSAs;
- B. Dispatches outside MSAs; and
- C. No dispatches.

By June 1999, results for designed services (DS0, DS1, DS3, and LIS trunks) will be disaggregated according to installations:

- A. In High Density areas; and
- B. In Low Density areas.

**Exclusions:**

- Orders issued pending: Right of Way; facilities; or customer deposit.

**Indicator Number: OP-4**

**Category:** Ordering and Provisioning

**Measure:** Installation Interval

**Purpose:**

To evaluate the timeliness of USW's installation of services for CLECs, focusing on the average time to install service.

**Description:**

Measures the average interval (in business days) between the application date and the completion date for service. (Must have verified facilities in place at the time of the request.) Includes only (inward) C, N, and T orders dispatched to a field technician.

By June 1999, results for non-designed services (Residence POTS and Business POTS) will be disaggregated according to installations involving:

- A. Dispatches within MSAs;
- B. Dispatches outside MSAs; and
- C. No dispatches.

By June 1999, results for designed services (DS0, DS1, DS3, and LIS trunks) will be disaggregated according to installations:

- A. In High Density areas; and
- B. In Low Density areas.

**Exclusions:**

- Orders with customer requested due dates and intervals increased due to customer-caused delays

## **Exhibit B – PERFORMANCE MEASURES**

**Indicator Number: OP-5**

**Category: Ordering and Provisioning**

**Measure: Installation Trouble Reports**

**Purpose:**

To evaluate accuracy of ordering and installation of services, focusing on the extent to which trouble reports related to new installations are generated.

**Description:**

Measures Maintenance/Repair requests received within thirty (30) calendar days of a completed service provisioning order (N, C and T orders only) as a percentage of the related new installation total orders.

By June 1999, results for non-designed services (Residence POTS and Business POTS) will be disaggregated according to installations involving:

- A. Dispatches within MSAs;
- B. Dispatches outside MSAs; and
- C. No dispatches.

By June 1999, results for designed services (DS0, DS1, DS3, and LIS trunks) will be disaggregated according to installations:

- A. In High Density areas; and
- B. In Low Density areas.

**Exclusions:**

- Maintenance/repair of service reports coded to: customer education; CPE trouble; customer action; and referred to another company (including CLEC).

**Indicator Number: OP-6**

**Category: Ordering and Provisioning**

**Measure: Delayed Days**

**Purpose:**

To evaluate the extent to which USW is late in installing services for CLECs, focusing on the average number of days late orders are completed beyond the committed due date.

**Description:**

Measures the average number of days service is delayed beyond the original due date for reasons attributed to USW.

By June 1999, results for non-designed services (Residence POTS and Business POTS) will be disaggregated according to installations involving:

- A. Dispatches within MSAs;
- B. Dispatches outside MSAs; and
- C. No dispatches.

By June 1999, results for designed services (DS0, DS1, DS3, and LIS trunks) will be disaggregated according to installations:

- A. In High Density areas; and
- B. In Low Density areas.

**Exclusions:**

- Orders delayed due to Customer reasons are excluded.

## **Exhibit B – PERFORMANCE MEASURES**

**Indicator Number:** OP-7

**Category:** Ordering and Provisioning

**Measure:** Coordinated Cutover Interval - Unbundled Loop

**Purpose:**

To evaluate the timeliness and convenience of coordinated cutovers of unbundled loops, focusing on time from start of cutover to completion of cutover, including those with and without interim number portability.

**Description:**

Measures the average time to complete the cutover of an unbundled loop. Separate results are provided as follows:

1. OP-7A Loop cutover coordinated with Interim Number Portability (INP).
2. OP-7B Loop cutover not associated with INP.

**Exclusions:**

- None

**Indicator Number:** OP-8

**Category:** Ordering and Provisioning

**Measure:** Coordinated Cutover Interval - INP

**Purpose:**

To evaluate the timeliness and convenience of coordinated cutovers of interim number portability, focusing on time from start of cutover to completion of cutover, including those with and without unbundled loops.

**Description:**

Measures the average time to complete an Interim Number Portability cutover. Separate results are provided as follows:

1. OP-8A INP cutover coordinated with an Unbundled Loop.
2. OP-8B INP cutover not associated with INP.

**Exclusions:**

- None

**Indicator Number:** OP-9

**Category:** Ordering and Provisioning

**Measure:** Coordinated Cutover Combined Interval – Unbundled Loop and INP Combined

**Purpose:**

To evaluate the combined effect of the timeliness and convenience of coordinated cutovers involving both unbundled loops and interim number portability.

**Description:**

Measures the Average time (beginning to end) to complete a coordinated cutover of an unbundled loop combined with Interim Number Portability (i.e., OP-7A + OP-8A).

**Exclusions:**

- None



## **Exhibit B – PERFORMANCE MEASURES**

### **Core Maintenance and Repair Indicators**

With the exception of MR-1 and MR-2, results for the following performance indicators will be provided for each standard service grouping, as defined in the list at the end of this exhibit.

**Indicator Number: MR-1**

**Category: Maintenance and Repair**

**Measure: Speed of Answer – Interconnect Repair Center**

**Purpose:**

To evaluate timeliness of CLEC access to USW's interconnection repair center(s), focusing on how long it takes for calls to be answered.

**Description:**

Measures the average time following the first ring to answer calls in the Interconnection Repair Center, which handles Wholesale calls only. Results are provided at a USW level of reporting; neither CLEC- nor state-specific results are available.

**Exclusions:**

- None

**Indicator Number: MR-2**

**Category: Maintenance and Repair**

**Measure: Calls Answered with 20 seconds – Interconnect Repair Center**

**Purpose:**

To evaluate of CLEC access to USW's interconnection repair center(s), focusing on the number of calls answered within twenty seconds.

**Description:**

Measures the percentage of Interconnection Repair Center calls answered within twenty seconds of the first ring. (Interconnect Repair Centers handle Wholesale calls only.) Results are provided at a USW level of reporting; neither CLEC- nor state-specific results are available.

**Exclusions:**

- None

**Indicator Number: MR-3**

**Category: Maintenance and Repair**

**Measure: Out of Service Cleared within 24 hours – Non-designed Repair Process**

**Purpose:**

To evaluate timeliness of repair for non-designed services, focusing on cases where the trouble has rendered the service unusable and on the number of such cases resolved within the standard estimate for non-designed services (i.e., 24 hours for out-of-service conditions).

**Description:**

Measures the percent of Non-designed service trouble reports cleared within 24 hours of a call from a CLEC, or from a USW end user retail customer, to USW. This measurement includes only out of service (OOS) trouble reports, which are defined as the inability to initiate or receive calls.

## **Exhibit B – PERFORMANCE MEASURES**

By June 1999, results for non-designed services (Residence POTS and Business POTS) will be disaggregated according to installations involving:

- A. Dispatches within MSAs;
- B. Dispatches outside MSAs; and
- C. No dispatches.

**Exclusions:**

- Trouble reports found to be related to customer equipment, customer education, inside wire, and subsequent reports.

**Indicator Number: MR-4**

**Category: Maintenance and Repair**

**Measure: All Troubles cleared within 48 hours – Non-Designed Repair Process**

**Purpose:**

To evaluate timeliness of repair for non-designed services, focusing on trouble cases of all types (both out of service and service affecting) and on the number of such cases resolved within the standard estimate for non-designed services (i.e., 48 hours for service-affecting conditions).

**Description:**

Measures the percent of Non-designed service trouble reports cleared within 48 hours of a call from a CLEC, or from a USW end user retail customer, to USW. This measurement includes all applicable trouble reports, including those that are out of service and those that are only service-affecting.

By June 1999, results for non-designed services (Residence POTS and Business POTS) will be disaggregated according to installations involving:

- A. Dispatches within MSAs;
- B. Dispatches outside MSAs; and
- C. No dispatches.

**Exclusions:**

- Trouble reports found to be related to customer equipment, customer education, inside wire, and subsequent reports.

**Indicator Number: MR-5**

**Category: Maintenance and Repair**

**Measure: All Troubles Cleared within 4 hours – Designed Repair Process**

**Purpose:**

To evaluate timeliness of repair for designed services, focusing on trouble cases of all types (both out of service and service-affecting) and on the number of such cases resolved within the standard estimate for designed services (i.e., 4 hours).

**Description:**

Measures the percentage of trouble reports for designed services that are cleared within four hours of a call from a CLEC, or from a USW end user retail customer, to USW. The measurement includes only out of service trouble reports, which are defined as the inability to initiate or receive calls.

## **Exhibit B – PERFORMANCE MEASURES**

By June 1999, results for designed services (DS0, DS1, DS3, and LIS trunks) will be disaggregated according to installations:

- A. In High Density areas; and
- B. In Low Density areas.

### **Exclusions:**

- Trouble reports found to be related to customer equipment, customer education, inside wire, and subsequent reports.

### **Indicator Number: MR-6**

**Category:** Maintenance and Repair

**Measure:** Mean Time to Restore

### **Purpose:**

To evaluate timeliness of repair, focusing how long it takes to restore services to proper operation.

### **Description:**

Measures the average time to resolve requests for repair. All USW and customer-caused delays (no access, no available work force, etc.) are included.

By June 1999, results for non-designed services (Residence POTS and Business POTS) will be disaggregated according to installations involving:

- A. Dispatches within MSAs;
- B. Dispatches outside MSAs; and
- C. No dispatches.

By June 1999, results for designed services (DS0, DS1, DS3, and LIS trunks) will be disaggregated according to installations:

- A. In High Density areas; and
- B. In Low Density areas.

### **Exclusions:**

- Trouble reports found to be related to customer equipment, customer education, inside wire, and subsequent reports.

### **Indicator Number: MR-7**

**Category:** Maintenance and Repair

**Measure:** Repair Repeat Report Rate

### **Purpose:**

To evaluate the accuracy of repair actions, focusing on the number of repeated trouble reports received for the same trouble within a specified period (30 days).

### **Description:**

Measures the percentage of repair reports that are repeated within 30 days. Includes USW network or system caused reports

By June 1999, results for non-designed services (Residence POTS and Business POTS) will be disaggregated according to installations involving:

- A. Dispatches within MSAs;
- B. Dispatches outside MSAs; and
- C. No dispatches.

## **Exhibit B – PERFORMANCE MEASURES**

By June 1999, results for designed services (DS0, DS1, DS3, and LIS trunks) will be disaggregated according to installations:

- A. In High Density areas; and
- B. In Low Density areas.

**Exclusions:**

- Trouble reports due to end user customer or CLEC action, end user or CLEC equipment failures, and/or customer education are excluded.

**Indicator Number: MR-8**

**Category: Maintenance and Repair**

**Measure: Trouble Rate**

**Purpose:**

To evaluate the overall rate of trouble reports as a percentage of the total installed base of the service or element.

**Description:**

Measures CLEC-specific trouble report rate of occurrences per 100 lines in service. Provided on a CLEC-specific basis, CLEC must have a minimum of 100 lines in service. Measures U S WEST network or system causes, excludes reports due to end user customer or CLEC action, end user or CLEC equipment failures, and/or customer education.

First results for this indicator for designed services (DS0, DS1, DS3, and LIS trunks) will be gathered for the month of April 1999, and will be reported in June 1999.

By June 1999, results for non-designed services (Residence POTS and Business POTS) will be disaggregated according to installations involving:

- A. Dispatches within MSAs;
- B. Dispatches outside MSAs; and
- C. No dispatches.

By June 1999, results for designed services will be disaggregated according to installations:

- A. In High Density areas; and
- B. In Low Density areas.

**Exclusions:**

- Trouble reports found to be related to customer equipment, customer education, inside wire, and subsequent reports.

## **Exhibit B – PERFORMANCE MEASURES**

### **Core Billing Indicators**

**Indicator Number:** BI-1

**Category:** Billing

**Measure:** Mean Time to Provide USW Recorded Usage Records

**Purpose:**

To evaluate the timeliness with which USW provides recorded usage records to CLECs.

**Description:**

This measures the timing of USW delivery of billing records to CLECs.

**Exclusions:**

- None.

**Indicator Number:** BI-2

**Category:** Billing

**Measure:** Mean Time to Deliver Invoices

**Purpose:**

To evaluate the timeliness with which USW delivers EDI-formatted bills to CLECs.

**Description:**

This measures the number of days between the bill date and bill delivery. CLEC-specific and USW results available.

**Exclusions:**

- None.

### **Core Emergency Services/9-1-1, Directory Assistance & Operator Services Indicators**

**Indicator Number:** ES-1

**Category:** Emergency Services

**Measure:** ALI Data Base Updates Completed within 24 hours

**Purpose:**

To evaluate the degree to which updates for the ALI database are transmitted for update within the prescribed interval (24 hours).

**Description:**

Measures the percentage of batch updates to the ALI Database accomplished within 24 hours of service order completion.

**Exclusions:**

- None.

## **Exhibit B – PERFORMANCE MEASURES**

**Indicator Number: ES-2**

**Category: Emergency Service**

**Measure: 911/E911 ES Trunk Installation Interval**

**Purpose:**

To evaluate the timeliness of installation of emergency services trunks.

**Description:**

Measures the average time (in business days) between the application date and the completion date for the service ordered. Includes (inward) C, N, R, and T order types. Results for this indicator will be available for reporting by March 1999.

**Exclusions:**

- D, F, and X orders and orders with customer requested due date intervals.

**Indicator Number: DA-1**

**Category: Directory Assistance**

**Measure: Speed of Answer – Directory Assistance**

**Purpose:**

To evaluate timeliness of customer access to USW's Directory Assistance operators, focusing on how long it takes for calls to be answered.

**Description:**

Measures the average time following first ring when a call is first picked up by the (USW) agent to answer Directory Assistance calls. In order to receive individual CLEC results, the CLEC must make special trunking and workforce arrangements.

**Exclusions:**

- None.

**Indicator Number: DA-2**

**Category: Directory Assistance**

**Measure: Calls Answered within Ten Seconds – Directory Assistance**

**Purpose:**

To evaluate timeliness of customer access to USW's Directory Assistance Operators, focusing on the number of calls answered within ten seconds.

**Description:**

Measures the percent of Directory Assistance calls that are answered within ten seconds of the first ring by the (USW) agent. In order to receive individual CLEC results, the CLEC must make special trunking and workforce arrangements.

**Exclusions:**

- None.

## **Exhibit B – PERFORMANCE MEASURES**

**Indicator Number:** OS-1

**Category:** Operator Services

**Measure:** Speed of Answer – Operator Services

**Purpose:**

To evaluate timeliness of customer access to USW's operators, focusing on how long it takes for calls to be answered.

**Description:**

Measures the average time following first ring when a call is first picked up by the (USW) agent to answer Operator Assisted calls. In order to receive individual CLEC results, the CLEC must make special trunking and workforce arrangements.

**Exclusions:**

- None.

**Indicator Number:** OS-2

**Category:** Operator Services

**Measure:** Calls Answered within ten seconds – Operator Services

**Purpose:**

To evaluate timeliness of customer access to USW's operators, focusing on the number of calls answered within ten seconds.

**Description:**

Measures the percent of Operator Assisted calls answered within ten seconds of the first ring by the (USW) agent. In order to receive individual CLEC results, the CLEC must make special trunking and workforce arrangements.

**Exclusions:**

- None.

### **Core Network Interconnection Indicators**

**Indicator Number:** NI-1

**Category:** Network Interconnection

**Measure:** Trunk Blocking – Interconnection Trunks

**Purpose:**

To evaluate factors affecting completion of calls from USW end offices to CLEC end offices, focusing on busy-hour blocking percentages in interconnection final trunks.

**Description:**

Measures the percentage of trunks blocking in interconnection final trunks, reported by:

- NI-1A Interconnection (LIS) trunks to USW tandem offices;
- NI-1B Interconnection (LIS) trunks to USW end offices.

**Exclusions:**

- Toll trunks, non-final trunks, dedicated trunks, and other trunks that are not connected to the public switched network.

## **Exhibit B – PERFORMANCE MEASURES**

**Indicator Number: NI-2**

**Category: Network Interconnection**

**Measure: Trunk Blocking – Local Interoffice (“Common”) Trunks**

**Purpose:**

To evaluate factors affecting completion of calls from USW end offices to other USW end offices, focusing on busy-hour blocking percentages in local interoffice final trunks.

**Description:**

Measures the percentage of trunks blocking in local interoffice final trunks, reported by:

NI-2A Trunks connecting USW end offices to USW tandem offices;

NI-2B Trunks connecting USW end offices to other USW end offices.

**Exclusions:**

- Toll trunks, non-final trunks, dedicated trunks, and other trunks that are not connected to the public switched network.

### **Core Collocation Indicators**

**Indicator Number: CP-1**

**Category: Collocation Provisioning**

**Measure: Installation Commitments Met**

**Purpose:**

To evaluate the extent to which USW completes collocation arrangements for CLECs as scheduled or promised.

**Description:**

Measures the percentage of collocation orders for which the committed due date is met.

Effective May 1999 this data will be disaggregated as follows:

- A. Physical Collocation
- B. Virtual Collocation

**Exclusions:**

- CLEC orders involving requests for due dates beyond the standard interval; CLEC-caused due date misses.

**Indicator Number: CP-2**

**Category: Collocation Provisioning**

**Measure: Installation Interval**

**Purpose:**

To evaluate the timeliness of USW's installation of collocation for CLECs, focusing on the average time to install channel terminations to collocation locations.



## **Exhibit B – PERFORMANCE MEASURES**

### **Description:**

Measures the interval between the receipt of a deposit from the CLEC and the completion of the collocation installation in business days. The result is reported in average days.

Effective May 1999 this data will be disaggregated as follows:

- A. Physical Channel Termination
- B. Virtual Channel Termination

### **Exclusions:**

- CLEC orders involving requests for due dates beyond the standard interval; CLEC-caused due date misses.

## **DIAGNOSTIC INDICATORS**

### **Diagnostic Pre-order/Order Indicators**

**Indicator Number:** DPO-1

**Category:** Pre-Order/Order

**Measure:** Electronic Flow-through of Local Service Requests (LSRs) to the Service Order Processor

### **Purpose:**

To monitor the extent to which USW's processing of CLEC LSRs is completely electronic, focusing on the degree to which electronically-transmitted LSRs flow directly to the service order processor without human intervention or without manual retyping. To make available diagnostic information to help address potential issues that might be raised by the core performance indicators of commitments met and installation intervals.

### **Description:**

Measures the percentage of all electronic LSRs that flow to the Service Order Processor (SOP) without rejection or error.

Results will be reported according to:

- A. DPO-1A Orders that flow through without human intervention
- B. DPO-1B Orders that flow through without manual retyping. (Results for DPO-1B will be available for reporting by May 1999 for designed services and by June 1999 for non-designed services.)

### **Exclusions:**

- Rejected LSRs, non-electronic LSRs (e.g., via fax or courier).

**Indicator Number:** DPO-2

**Category:** Pre-Order/Order

**Measure:** LSR Rejection Notice Interval

### **Purpose:**

To monitor the timeliness with which USW notifies CLECs that electronic LSRs have been rejected, to make available diagnostic information to help address potential issues that might be raised by the core pre-order/order performance indicators.

## Exhibit B – PERFORMANCE MEASURES

**Description:**

Measures the interval (in business days) between the receipt of an electronic Local Service Request (LSR) and the rejection of the LSR for standard categories of errors/reasons. Standard reasons for rejection include: missing/incomplete information; duplicate LSR; no valid contract; no valid end user verification; and miscellaneous CLEC data provisioning process errors. CLEC, USW, and state specific results are available. Included in the interval is time required for efforts by USW to work with the CLEC to avoid the necessity of rejecting the LSR.

**Exclusions:**

- Non-electronic LSRs.

**Indicator Number: DPO-3**

**Category:** Pre-Order/Order  
**Measure:** LSRs Rejected

**Purpose:**

To monitor the extent to which electronic LSRs are rejected, as a percentage of all electronic LSRs to make available diagnostic information to help address potential issues that might be raised by the diagnostic indicator of LSR rejection notice intervals.

**Description:**

Measures the percentage of electronic LSRs rejected (returned to the CLEC) for standard categories of errors/reasons. Reasons for rejection include: missing/incomplete information; duplicate ASR/LSR; no valid contract; no valid end user verification; and miscellaneous CLEC data provisioning process errors.

**Exclusions:**

- Non-electronic LSRs.

**Indicator Number: DPO-4**

**Category:** Pre-Order/Order  
**Measure:** Firm Order Confirmation (FOC) Interval

**Purpose:**

To monitor the timeliness with which U S WEST returns FOCs to CLECs, to make available diagnostic information to help address potential issues that might be raised by the core performance indicators of commitments met and installation intervals.

**Description:**

Measures the average time for USW to provide a Firm Order Confirmation (FOC) in response to a customer LSR received from the CLEC. The interval measured is the period between USW's receipt of the LSR and USW's response with a FOC.

**Exclusions:**

- None.

## **Exhibit B – PERFORMANCE MEASURES**

### **Diagnostic Ordering and Provisioning Indicators**

**Indicator Number: DOP-1**

**Category:        Ordering and Provisioning**

**Measure:        CLEC or CLEC's Customer-caused Installation Misses**

**Purpose:**

To evaluate the extent to which installation misses were caused by CLEC or CLEC's Customer, to make available diagnostic information to help address potential issues that might be raised by the core performance indicators of commitments met and installation intervals.

**Description:**

Measures the percentage of installation commitments missed for CLEC or CLEC's customer's reasons. Orders issued with a due date are included. CLEC, and aggregate CLEC state specific results are available.

**Exclusions:**

- USW-caused misses (which are reflected in commitments met indicators), orders issued pending: Right of Way; facilities; or customer deposit are excluded.

**Indicator Number: DOP-2**

**Category:        Ordering and Provisioning**

**Measure:        Percent Delayed Orders Completed more than 15 days past  
the commitment date**

**Purpose:**

To evaluate the extent to which delayed order completions exceed a specified interval (15 days), to make available diagnostic information to help address potential issues that might be raised by the core performance indicators of delayed days.

**Description:**

Measures the percentage of orders for which service is delayed more than fifteen days beyond the original due date for reasons attributed to USW.

**Exclusions:**

- CLEC or CLEC's Customer-caused delays. Orders issued pending: Right of Way; facilities; or customer deposit are excluded.

**Indicator Number: DOP-3**

**Category:        Ordering and Provisioning**

**Measure:        Percent Delayed Orders Completed more than 90 days past  
the commitment date**

**Purpose:**

To evaluate the extent to which delayed order completions exceed a specified interval (90 days), to make available diagnostic information to help address potential issues that might be raised by the core performance indicators of delayed days.

## **Exhibit B – PERFORMANCE MEASURES**

### **Description:**

Measures the percentage of orders for which service is delayed more than ninety days beyond the original due date for reasons attributed to USW.

### **Exclusions:**

- CLEC or CLEC's Customer-caused delays, Orders issued pending: Right of Way; facilities; or customer deposit are excluded.

**Indicator Number: DOP-4**

**Category: Ordering and Provisioning**

**Measure: CLEC or CLEC's Customer-caused Coordinated Cutover Misses.**

### **Purpose:**

To evaluate the extent to which coordinated cutover misses were caused by CLEC or CLEC's Customer, to make available diagnostic information to help address potential issues that might be raised by the core performance indicators of commitments met and installation intervals.

### **Description:**

Measures the percentage of installation commitments missed for CLEC or CLEC's customer's reasons. Orders issued with a due date are included. CLEC, and aggregate CLEC state specific results are available.

### **Exclusions:**

- Orders issued pending: Right of Way; facilities; or customer deposit are excluded.

### **Diagnostic Maintenance and Repair Indicator**

**Indicator Number: DMR-1**

**Category: Maintenance and Repair**

**Measure: CLEC or CLEC's Customer-caused Trouble Reports**

### **Purpose:**

To evaluate the extent to which trouble reports were caused by CLEC or CLEC's Customer, to make available diagnostic information to help address potential issues that might be raised by the core maintenance and repair performance indicators.

### **Description:**

Measures the percentage of all trouble reports that occur due to CLEC or CLEC end user customer action. CLEC, USW, and state specific results are available.

### **Exclusions:**

- Third party reports and reports assigned to outside causes (i.e.: non-USW pole damage).

## **Exhibit B – PERFORMANCE MEASURES**

### **Diagnostic Collocation Provisioning Indicators**

**Indicator Number:** DCP-1

**Category:** Collocation Provisioning

**Measure:** CLEC or CLEC's Customer-caused Collocation Misses

**Purpose:**

To evaluate the extent to which collocation installation due date misses were caused by CLEC or CLEC's Customer, to make available diagnostic information to help address potential issues that might be raised by the core collocation provisioning performance indicators.

**Description:**

Measures the percentage of CLEC-caused installation commitment misses. Includes orders issued with a due date. CLEC, USW, and state specific results are available.

Results are provided as follows:

- A. DCP-1A Physical Collocation
- B. DCP1-B Virtual Collocation

**Exclusions:**

- Orders issued pending: Right of Way; facilities; or customer deposit.

**Indicator Number:** DCP-2

**Category:** Collocation Provisioning

**Measure:** Average Collocation Feasibility Study Interval

**Purpose:**

To evaluate the timeliness of the USW sub-process function of providing a collocation feasibility study to the CLEC, to make available diagnostic information for use in conjunction with the core collocation provisioning performance indicators.

**Description:**

Measures average interval to respond to Central Office collocation studies for feasibility of installation. CLEC, US WEST, and state specific results available.

Results are provided as follows:

- A. DCP-2A Physical Collocation
- B. DCP-2B Virtual Collocation

**Exclusions:**

- Studies delayed for customer reasons are excluded.

## **Exhibit B – PERFORMANCE MEASURES**

**Indicator Number: DCP-3**

**Category: Collocation Provisioning**

**Measure: Collocation Feasibility Study Commitments Met**

**Purpose:**

To evaluate the degree to which USW met its stated commitment in the sub-process function of providing a collocation feasibility study to the CLEC, to make available diagnostic information for use in conjunction with the core collocation provisioning performance indicators.

**Description:**

Measures the percentage of Central Office collocation studies for feasibility of installation that are completed within the allotted time frame for such studies. CLEC, US WEST, and state specific results available.

Results are provided as follows:

- A. DCP-3A Physical Collocation
- B. DCP-3B Virtual Collocation

**Exclusions:**

- Studies delayed for customer reasons are counted as met for company reasons.

**Indicator Number: DCP-4**

**Category: Collocation Provisioning**

**Measure: Average Collocation Quote Interval**

**Purpose:**

To evaluate the timeliness of the USW sub-process function of providing a collocation quote commitment to the CLEC, to make available diagnostic information for use in conjunction with the core collocation provisioning performance indicators.

**Description:**

Measures the average interval to respond to Central Office collocation studies with quote commitments.

Results are provided as follows:

- A. DCP-4A Physical Collocation
- B. DCP-4B Virtual Collocation

**Exclusions:**

- Quotes delayed for customer reasons are excluded.

## **Exhibit B – PERFORMANCE MEASURES**

### **Diagnostic Network Interconnection Indicators**

**Indicator Number:** DNI-1

**Category:** Network Interconnection

**Measure:** Provisioning Interval – USW Interoffice Trunks

**Purpose:**

To monitor installation intervals of USW local interoffice trunks, to make available comparative diagnostic information for use in conjunction with core network interconnection performance indicators.

**Description:**

Measures the interval between the completion of a USW internal provisioning request for trunk augmentation/installation and completion of the installation. The result is reported as an average based on the number of days required to complete the request for service.

**Note:** By July 1999, results for this indicator will be first reported.

**Exclusions:**

- Toll trunks, non-final trunks, dedicated trunks, and other trunks that are not connected to the public switched network.

**Indicator Number:** DNI-2

**Category:** Network Interconnection

**Measure:** Local Interconnection Final Trunk Group Utilization

**Purpose:**

To monitor utilization levels on interconnection final trunks, to make available diagnostic information for use in conjunction with core network interconnection performance indicators.

**Description:**

Measures the interconnection trunks in use as a percentage of total interconnection trunks installed.

**Exclusions:**

- Toll trunks, non-final trunks, dedicated trunks, and other trunks that are not connected to the public switched network.

## **Exhibit B – PERFORMANCE MEASURES**

### **Standard Service Groupings**

#### **Resale**

- Residence POTS
- Business POTS
- Centrex
- ISDN
- Digital Switched Service (DSS)
- Direct Inward Dialing (DID)
- PBX Trunks
- DS0
- DS1
- DS3

#### **Interconnection and Other Services**

- Local Interconnection Trunks (LIS Trunks)
- Number Portability

#### **Unbundled Network Elements**

- Unbundled Loop:
- Analog (2-wire)
- Digital-capable (2-wire, 4-wire and other)
- Unbundled Dedicated Interoffice Transport (UDIT)
- Unbundled Switch

#### **Types of Orders**

- C = Change in existing service or billing number.  
D = Total disconnect of service.  
F = From the outward service associated with a transfer (To or "T") of service from one address to another.  
N = New connection for service.  
R = Record order; record change only. (For Resale services, service migrations without changes for non- designed services are record orders.)  
T = To or transfer of service from one address to another.  
X = USW initiated internal work order



## Correlation of U S WEST Performance Indicators With Measurements Identified by the FCC

FCC NPRM Measurement Number	FCC NPRM Measurement	U S W Indicator Number	U S WEST Performance Indicator
<b>I. Pre-Ordering</b>		<b>Pre-Order</b>	
I.	Average Response Time	PO-1	Pre-Order Response Time – Human-to-Computer (average)
		PO-2	Pre-Order Response Time – Computer-to-Computer (average)
<b>II. Ordering / Provisioning</b>		<b>Ordering and Provisioning</b>	
II.A.1.	Average Completion Interval	OP-4	Installation Interval (average)
II.A.2.	Percentage of Due Dates Missed	OP-3	Installation Commitments Met (percent)
II.B.	Average Coordinated Customer Conversion Interval	OP-7	Coordinated Cutover Interval – Unbundled Loop (average)
		OP-8	Coordinated Cutover Interval – INP (average)
		OP-9	Coordinated Cutover Interval – Unbundled Loop with INP (average)
II.C.1.	Average Reject Notice Interval	DPO-2	LSR Rejection Notice Interval (average)
II.C.2.	Average FOC Notice Interval	DPO-4	FOC Interval (average)
II.C.3.	Average Jeopardy Notice Interval	na	(No nondiscrimination issue.)
II.C.4.	Percentage of Orders Given Jeopardy Notices	na	(No nondiscrimination issue.)
II.C.5.	Average Completion Notice Interval	na	(Nondiscriminatory completion notification process in place.)
II.D.	Average Interval for Held Orders	OP-6	Delayed Days (average)
II.E.	Percentage of Troubles in 30 days for New Orders	OP-5	Installation Trouble Reports (percent within 30 days)
II.F.1.	Percentage of Order Flow Through	DPO-1	Electronic Flow-through of LSRs to Service Order Processor – DOP-1A = without human intervention (percent) – DOP-1B = without manual retyping (percent)
II.F.2.	Percentage of Rejected Orders	DPO-3	LSRs Rejected (percent)
II.F.3.	Average Submissions per Order	DPO-4 & DPO-2	(Submissions per order can be calculated from numbers reported in conjunction with FOC and Rejection indicators.)
II.G.1	Percentage of Accurate 911 and E911 Database Updates	ES-1	Percent of ALI Database Updates Completed Accurately within 24 hours
II.G.2	Percentage of Missed Due Dates for 911 and E911 Database Updates or Average Time to Update 911 and E911 Databases	ES-1	Percent of ALI Database Updates Completed Accurately within 24 hours
<b>III. Repair and Maintenance</b>		<b>Maintenance and Repair</b>	
III.1.	Average Time to Restore	MR-6	Mean Time to Restore (percent)
III.2.	Trouble Rate	MR-8	Trouble Rate (percent) (under development for Jun 99)
III.3.	Frequency of Repeat Troubles in 30-day period	MR-7	Repair Repeated Report Rate (percent within 30 days)
III.4.	Percentage of Customer Troubles	MR-3	Out of Service Cleared within 24 hours (non-designed)

<b>FCC NPRM Measure- ment Number</b>	<b>FCC NPRM Measurement</b>	<b>U S W Indicator Number</b>	<b>U S WEST Performance Indicator</b>
	Resolved Within Estimated Time		(percent)
		MR-4	All Troubles Cleared within 48 hours (non-designed) (percent)
		MR-5	All Troubles Cleared within 4 hours (designed) (percent)
<b>IV. Billing</b>		<b>Billing</b>	
IV.1.	Average Time to Provide Usage Records	BI-1	Mean Time to Provide U S WEST-recorded Usage Records
IV.2.	Average Time to Deliver Invoices	BI-2	Mean Time to Deliver Invoices
<b>V.A. Systems Availability</b>		<b>Gateway Availability</b>	
V.A.	Percentage of Time Interface is Available	GA-1	Gateway Availability – via Human-to-Computer Interface (percent)
		GA-2	Gateway Availability – via Computer-to-Computer Interface (percent)
<b>V.B. Center Responsiveness</b>		<b>Access to Centers</b>	
V.B.	Average Time to Answer Competing Carrier Calls	OP-1	Speed of Answer – Calls to Provisioning Center (average)
		OP-2	Calls Answered within 20 Seconds – Provisioning Center (percent)
		MR-1	Speed of Answer – Calls to Repair Center (average)
		MR-2	Calls Answered within 20 Seconds – Repair Center (percent)
<b>V.C. OS/DA</b>		<b>Operator Services and Directory Assistance</b>	
V.C.	Average Time to Answer	OS-1	Speed of Answer – Calls to Operator Services (average)
		OS-2	Calls Answered within 10 Seconds to Operator Services (percent)
		DA-1	Speed of Answer – Calls to Directory Assistance (average)
		DA-2	Calls Answered within 10 Seconds to Directory Assistance (percent)
<b>VI.A. Trunk Blockage</b>		<b>Network Interconnection</b>	
VI.A.1	Percent Blockage on Interconnection Trunks	NI-1	Trunk Blocking – Interconnection Trunks (percent)
VI.A.2	Percent Blockage on Common Trunks	NI-2	Trunk Blocking – Local Interoffice (“Common”) Trunks (percent)
<b>VI.B. Collocation</b>		<b>Collocation Provisioning</b>	
VI.B.1	Average Time to Respond a Collocation Request	DCP-2	Collocation Feasibility Study Interval (average)
		DCP-3	Collocation Feasibility Study Commitments Met (percent)
		DCP-4	Collocation Quote Interval (average)
VI.B.2	Average Time to Provide a Collocation Arrangement	CP-2	Collocation Installation Interval (average)
VI.B.3	Percent of Due Dates Missed With Respect to the Provision of Collocation Arrangements	CP-1	Collocation Installation Commitments Met (percent)